

ABSTRACT

Improving individual performance may improve organizational performance because the two are closely related. Like a compass, performance management guides a person to where they are and helps individuals, teams, organization to focus on their goals. The purpose of this study was to determine the influence and most dominant variables of job satisfaction, QWL and organizational commitment on employee performance in Rosali Hotel & Restaurant Situbondo. The type of study used was a quantitative study using multiple linear regression analysis tools. Test results from 32 respondents showed that job satisfaction, QWL and organizational commitment positively impact employee performance at Rosali Hotel & Restaurant. Among the three independent variables, the job satisfaction variable (X_1) is known to have the greatest impact on the employee performance variable at Rosali Hotel & Restaurant. The study explained only 44.2% of employee performance, so there are other factors that explain employee performance outside the model studied.

Keywords: Job Satisfaction, Quality of Work Life, Organizational Commitment, and Employee Performance.



ABSTRAK

Meningkatnya kinerja perorangan dapat meningkatkan kinerja organisasi karena keduanya berkaitan erat. Seperti kompas, manajemen kinerja memandu seseorang ke tempat mereka berada dan membantu individu, tim, organisasi untuk fokus pada tujuan mereka. Tujuan dari penelitian ini untuk mengetahui pengaruh dan variabel yang paling dominan kepuasan kerja, *QWL*, dan komitmen organisasional terhadap kinerja karyawan Rosali Hotel & Restaurant Situbondo. Jenis penelitian yang digunakan adalah penelitian kuantitatif dengan menggunakan alat analisis regresi linier berganda. Hasil pengujian dari 32 responden menunjukkan kepuasan kerja, *QWL*, dan komitmen organisasional berpengaruh positif terhadap kinerja karyawan Rosali Hotel & Restaurant. Di antara ketiga variabel bebas tersebut, variabel kepuasan kerja (X_1) diketahui paling besar pengaruhnya terhadap variabel kinerja karyawan pada Rosali Hotel & Restaurant. Penelitian ini hanya menjelaskan 44.2% kinerja karyawan, sehingga ada faktor lain yang menjelaskan kinerja karyawan di luar model yang diteliti.

Kata Kunci : Kepuasan Kerja, *Quality of Work Life*, Komitmen Organisasional, dan Kinerja Karyawan.

